Residential Tenancy Commission
Commission de location résidentielle

10th Floor,
77 Bloor Street West,
Toronto, Ontario.
M5S 1M2
(416) 963-2742

10e étage,
77 ouest, rue Bloor,
Toronto, Ontario.
M5S 1M2
(416) 963-2742

October 1, 1984

The Honourable Robert G. Elgie, M.D.
Minister of Consumer and Commercial
Relations
555 Yonge Street, 9th Floor
Toronto, Ontario
M7A 2H6

Dear Mr. Minister:

I am privileged to submit the 1983/84 Annual Report of the Residential Tenancy Commission, covering operations of the Commision for the period April 1, 1983 to March 31, 1984.

Yours respectfully,

P. C. Williams
Chief Tenancy Commissioner

RESIDENTIAL TENANCY COMMISSION

REPORT TO THE MINISTER

1983/84

"The Commission shall at the close of each year file with the Minister an annual report upon the affairs of the Commission."

Section 91(1)
The Residential Tenancies Act

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REPORT OF THE
RESIDENTIAL TENANCY COMMISSION

HIGHLIGHTS OF ACTIVITIES FOR 1983/84

	Page Reference
• Landlord applications received in fiscal year 1983/84 (April 1, 1983 to March 31, 1984) were 2,074 compared to 5,442 applications received in fiscal 1982/83. In terms of rental units, 76,839 were received in 1983/84 versus 189,952 in 1983/84.	13 & 17
• Landlords requested an average increase of 19.68% and received from the Commission an average increase of 10.59%.	22 & 28
• A total of 13,891 units (or 13% of all units) received rent increases below the guideline ceiling of 6%.	22 & 40
• A total of 3,987 tenant applications disputing rent increases and for rent rebate were received in the current year. Informal mediation between landlords and tenants, by a Commission mediator, lead to an agreement in three-quarters of all cases finalized during the year.	13 & 14
• Tenants applying for rent rebate were successful in 77% of all cases finalized during the year, and received, on average, rebates of $591.49. In total, the Commission assisted tenants in recovering from landlords approximately 1.2 million dollars in excess rents paid.	50 & 51
• The Commission initiated 8 prosecutions against landlords who breached Commission orders or filed false information on their applications for rent increase. Three prosecutions, where judgements were rendered, were all successful, resulting in fines ranging from $1,000 to $15,000.	15
• Inquiries received in the fiscal year were 311,881, up 15% over 271,151 in 1982/83, and there was a notable shift away from rent review inquiries to inquiries relating to matters under the Landlord and Tenant Act.	15 & 54
• The appeal rate increased to 20% in 1983/84 (or 1 in 5 initial orders appealed) from 15% (or 1 in 7) in 1982/83.	14 & 24

REPORT TO THE MINISTER

FOR FISCAL YEAR 1983/84

I. INTRODUCTION

The Residential Tenancy Commission entered its fifth year of operation in fiscal 1983/84. This was a year characterized by a moderating trend in workload and a concerted effort by the Commission to reduce the large workload backlog that had built up since the early part of fiscal 1982/83. Aided by substantially lower volumes of incoming applications as well as increases in the number of Commissioners and support staff, the inventory of outstanding whole building review applications was reduced by two-thirds, from 1,978 at the start of the fiscal year to 565 at the close. Smaller but significant reductions were also achieved during the year in outstanding tenant applications and appeal hearings.

Fiscal 1983/84 was also a year in which the rent review legislation and its administration came under extensive public scrutiny as a result of public hearings by the Commission of Inquiry into Residential Tenancies (Thom Commission). As part of this Inquiry a detailed examination was made of virtually every facet of the Commission's operations from the content and purpose of the statistics compiled and Interpretation Guidelines issued to the manner in which Commissioners and staff are recruited and trained. Residential Tenancy Commission officials assisted the Inquiry by appearing at all public hearings to give evidence, cross-examine witnesses, examine and question documentary evidence produced by landlord and tenant groups and provide the Commission's own perspective on rent review matters.

The past year also saw the Residential Tenancy Commission play an active role in the enforcement of rent review legislation via the courts. A number of cases involving breach of Commission orders or the filing of false information with the Commission were investigated, resulting in charges being brought against companies and individuals. In all cases completed to date, convictions have been registered and significant fines imposed on the offenders. Other cases are still before the courts or are under investigation.

Considerable work was undertaken in fiscal 1983/84 in the area of staff training and development. Seminars were held for Commissioners on evidence law and the Residential Complexes Financing Costs

Restraint Act, for review staff on appeal procedures and for mediation staff on landlord and tenant law and mediation techniques. In addition to holding the Annual Commissioners' Conference the Commission conducted a one-day seminar for Managing Commissioners on the administrative aspects of their role.

Fiscal 1983/84 saw the opening of a new office and major office relocations. In August, 1983 a new office was established in downtown Oshawa to serve the Region of Durham, previously served by the Peterborough office. The offices of Toronto, Etobicoke, Ottawa, Kingston, East York and Peterborough all relocated to new premises as the Government continued its plan of rationalizing expenditures on office leasing and providing greater accessibility to clients of the Residential Tenancy Commission.

The Government decided to extend the Residential Complexes Financing Costs Restraint Act, due to expire on December 31, 1983, for one year, pending the release and evaluation of the report of the Thom Commission.

II. LEGISLATIVE AND POLICY DEVELOPMENT

In response to the sale, in 1982, of some 11,000 rental units to a succession of new purchasers, the Government enacted the Residential Complexes Financing Costs Restraint Act and set up a Commission of Inquiry into Residential Tenancies.

The Residential Complexes Financing Costs Restraint Act limited, to a maximum of 5%, that portion of a rent increase attributable to financial loss arising out of increased financing costs incurred in the purchase of a rental property. The new legislation restricted the discretionary relief of hardship allowance in financial loss situations and suspended the rent equalization provisions of the Residential Tenancies Act. In late 1983 the Government introduced new legislation, Bill 128, entitled the Residential Complexes Financing Costs Restraint Amendment Act, which had the effect of extending the Residential Complexes Financing Costs Restraint Act for one full year to December 31, 1984.

The Commission of Inquiry into Residential Tenancies, headed by Stuart Thom Q.C., was established to examine the current rent review legislation and to recommend improvements that would make the rent review process more equitable for both landlords and tenants. The Commission's mandate also included advising the Government on the establishment of a rent registry, studying the feasibility of integrating rent review with the Landlord and Tenant Act and proposing measures other than rent review that could help provide rental accommodation at fair prices.

The Thom Commission, in Phase I of its Inquiry, held 78 days of public hearings, from late February to early September, 1983, in Toronto and other major Ontario cities. The Residential Tenancy Commission was represented at all hearings by its legal counsel who were given the opportunity to question witnesses as well as present their own witnesses, which included a Commissioner, a mediator and a Rentalsman from Winnipeg. The Chief Tenancy Commissioner and other senior Head Office personnel also gave evidence on behalf of the Residential Tenancy Commission.

The Commission's Phase I report is expected to be released during the late summer or fall of 1984. In addition to the Phase I report, the Commission has issued or is in the process of issuing a number of research reports covering such topics as rent registry, rent review alternatives, survey of rent regulations in other jurisdictions, and trends in the financial performance of landlords under rent controls in Ontario.

III. MAJOR PROVISIONS OF THE ACT

(Residential Tenancies Act)

- The Residential Tenancy Commission has the authority to review all proposed rent increases upon application by landlords and tenants, and establish the maximum rent which may be charged for a unit.

- A landlord seeking rent increase, however small, is required to provide tenants written notice 90 days prior to the effective date of the rent increase. Rents may not be increased more than once in any twelve-month period. The Commission's approval is necessary for rent increases above the guideline ceiling, currently 6%.

- When an application for rent increase greater than 6% is made by a landlord under the concept of "whole building review" rents for all units in a building are reviewed at the same hearing although increases for different units may take effect at different times.

- The Act requires informal mediation as the first step in resolving rent disputes arising from tenant applications. Unsuccessful mediations are resolved through the formal hearing process.

- A rent review hearing is held before a single Commissioner who exercises independent judgement in rendering a decision. Any material filed with the Commission may be examined by all parties before or at the hearing.

- Landlords or tenants may appeal an order from the initial hearing to an Appeal Panel consisting of two Appeal Commissioners and a member of the Board of Commissioners. The decision of the Appeal Panel is considered final on questions of fact. However, questions of law may be brought before the courts.

IV. ORGANIZATION AND OBJECTIVES

Organization of the Commission

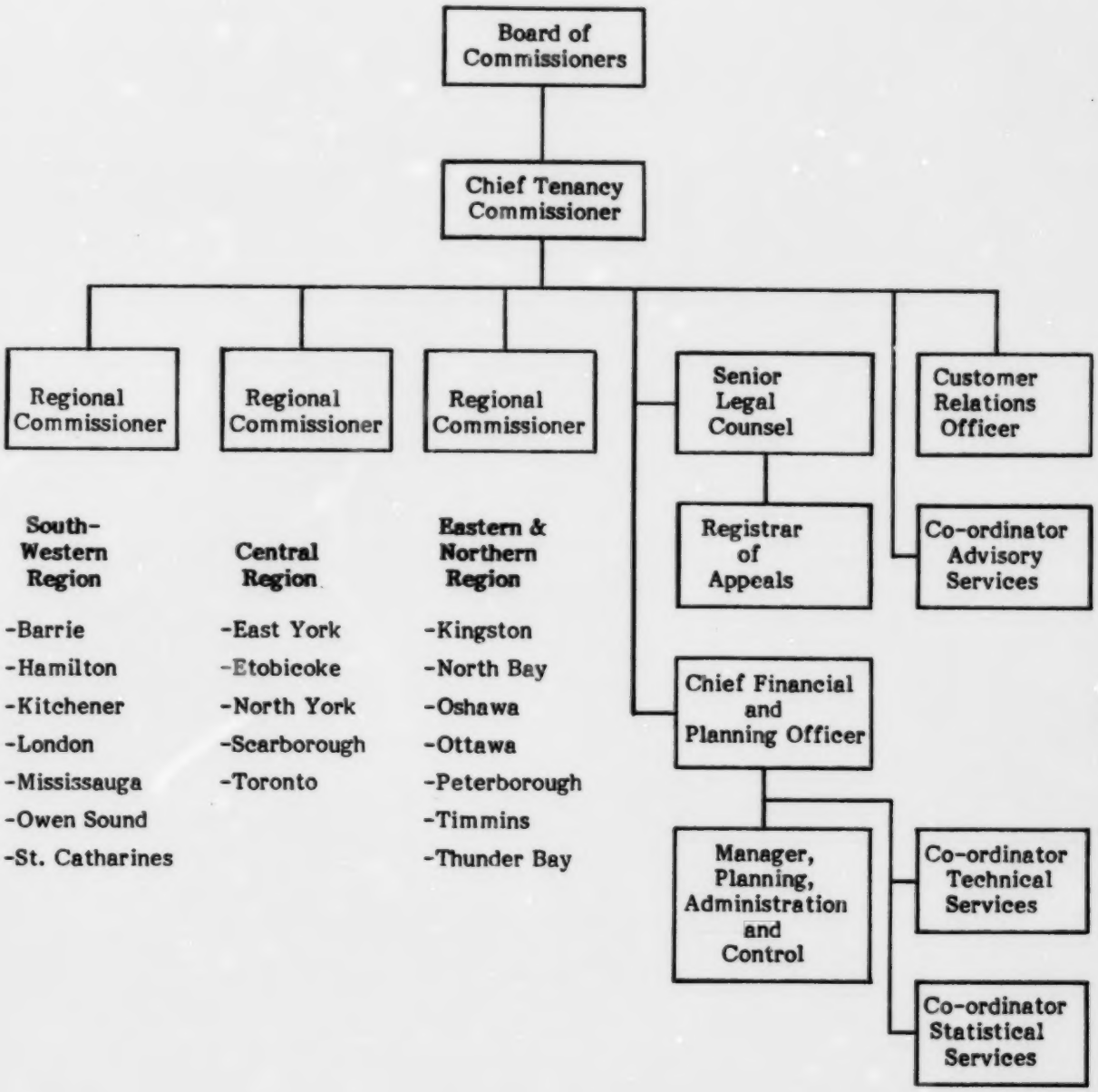
The organization of the Residential Tenancy Commission is illustrated in the chart attached.

The overall administration of the Commission is vested in a Board of Commissioners which is made up of Commissioners appointed by the Lieutenant Governor-in-Council. In fiscal 1983/84 two Appeal Commissioners were added to the Board to enable the Commission to expedite appeal hearings (The three-member Appeal Panel must include a member of the Board of Commissioners). Presently the Board of Commissioners is composed of the Chairman, three Regional Commissioners, four Appeal Commissioners and two legal Counsel from the Attorney General's office.

The Commission serves the public through 21 field offices which are administratively grouped under three regions, each headed by a Regional Commissioner. The field offices receive and process applications from landlords and tenants and provide inquiry services to the public on rent review and landlord-tenant matters. A core of Head Office staff, responsible directly to the Chief Tenancy Commissioner, provide legal, technical and administrative support services to the regional offices.

As of March 31, 1984, the Commission complement was 217 which included 26 Commissioners, 18 Appeal Commissioners and 3 Regional Commissioners.

Organization Chart



Objectives Approved by Board of Commissioners

The objectives of the Commission as approved by the Board of Commissioners are considered generally applicable to the portions of the Act which have been proclaimed to date. The specific goals are:

- to provide for administration of landlord and tenant, and rent review components of the Residential Tenancies Act in an integrated manner;

- to resolve the maximum number of disputes through informal mediation, through soundness of decisions, and in the manner of handling disputes minimize the number of hearing decisions requiring appeal;

- to establish a form of organization, procedures and environment which will facilitate the resolution of disputes between landlords and tenants expeditiously, at low cost to them, and in a manner conducive to full participation by all interested parties;

- to assist landlords and tenants in achieving a clear understanding of their rights and obligations under the Residential Tenancies Act;

- to attain a public reputation for fairness, accessibility and impartiality in dealing with all matters within the jurisdiction of the Commission; and

- to encourage and co-operate with the Ministry of Housing, other Ministries designated by government as having responsibilities for housing, and others in undertaking studies relating to the responsibilities of the Residential Tenancy Commission.

V. BUDGET PERFORMANCE

The 1983/84 budget of the Residential Tenancy Commission, as approved by the Legislature, was $8.2 million. This was later revised to $8.3 million to reflect salary awards and constraints imposed by Management Board. At year-end a further $600,000 constraint was applied to the surplus funds in the Commission's budget.

Actual expenditure for fiscal 1983/84 was $7.7 million, down 7.2% from the revised appropriation of $8.3 million. The variance between budgeted and actual expenditures is analyzed by its component parts in the table below.

1983/84	Printed Estimates	Final Appropriation	Actual Expenditure	Variance Amount	Variance Percent
Salaries	$5,370,000	$5,578,200	$5,506,659	$ 71,541	1.3
Benefits	931,100	969,300	745,157	224,143	23.1
Transportation & Communications	947,900	927,900	907,316	20,584	2.2
Services	688,600	606,600	314,663	291,937	48.1
Supplies & Equipment	265,400	254,000	261,294	(7,294)	(2.9)
TOTAL	**$8,203,000**	**$8,336,000**	**$7,735,089**	**$600,911***	**7.2**

* Of this surplus $600,000 was constrained by the Ministry at year-end.

Employee benefits are underspent 23.1% as actual experience indicated a much lower benefits to salaries ratio than the standard 0.177 used in the computation of the benefits budget. Underspending in this area is also due to greater utilization of contract and temporary staff instead of Crown employees.

The considerable surplus (48.1%) in the services budget is attributable to a lower utilization of Part-Time Commissioners as well as conducting fewer hearings.

VI. PUBLIC INFORMATION MATERIAL

The Commission issues a number of policy and procedural guildelines and informational material to assist Commissioners and the public in the interpretation and application of the Act. The publications are available from either the Commission's offices or the Ontario Government Book Store.

Following are some of the reference materials available to the public from the Commission:

Interpretation Guidelines

These guidelines, comprising procedural and rent review guidelines, reflect views of the Board of Commissioners with respect to the manner in which certain key provisions in the legislation should be interpreted and applied. They are not intended to, nor do they in any way restrict the discretion of the Commissioner where the Act gives him/her discretion or where he/she has a different view of the meaning of the Act.

Interpretation Guidelines are continually being reviewed to ensure that they reflect legislative changes, court decisions or experience of the Commission in dealing with specific situations. New guidelines are also developed to address emerging issues or to clarify areas where guidance may be needed.

During fiscal 1983/84 the Board revised three Procedural and one Rent Review guideline, and issued two new Procedural guidelines.

To the end of March, 1984 the Commission has issued 17 Procedural and 18 Rent Review guidelines.

Procedures Manual

This manual is designed primarily for the use of Commission staff. The public may refer to this publication at any Commission field office, however, it is not intended for public distribution or sale.

The Procedures Manual describes in detail the manner in which applications and supporting documents are received and processed in the field offices. It also describes mediation and appeal procedures, conduct of parties at hearings, and such administrative matters as record schedules and management information reporting. A feature of the Manual is that a catalogue of all forms in use in the Commission - both regulated and internal - are included and indexed as bilingual or unilingual. Included also is a section on French Language Services based on the Report of the French Language Services Committee approved by the Board approximately a year ago. A French Language micro-dictionary is also included to facilitate communication between the Commission and the French speaking public.

Guide to the Cost Revenue Statement

The Cost Revenue Statement provides a convenient means for landlords to summarize their buildings' financial data to support their applications for rent increases. The Guide to the Cost Revenue Statement provides detailed steps on how to complete the Cost Revenue Statement. Tenants who make themselves familiar with the concepts outlined in the Guide will gain a better understanding of the arguments presented at the rent review hearing and the resulting decision of the Commission. During fiscal 1983/84 a complete revision to this booklet was undertaken primarily in response to changes in policy guidelines and legislation (e.g. the Residential Complexes Financing Costs Restraint Act).

Summary of Significant Decisions

The fourth volume of the above publication, covering rent review hearings completed to June 30, 1983, was issued in early April, 1984.

Cases selected for publication include decisions made by individual Commissioners at initial hearings as well as decisions made by Appeal Panels of the Commission.

The facts and arguments presented in this booklet can assist both landlords and tenants in becoming aware of the legal and technical issues which have arisen from time to time.

Public Information Brochures

As part of its commitment to keep the public informed about their rights and responsibilities the Commission publishes a number of brochures on rent review and landlord-tenant legislation.

The following brochures are available, without cost, upon request from any Commiscion office:

- Rent Review: Here are the Facts
- Appealing a Decision, Its a Matter of Facts
- Your Rights and Obligations under the Landlord and Tenant Act, Part IV (Residential Premises).

VII. WORKLOAD ANALYSIS

Whole Building Review Applications

Under the Residential Tenancies Act a landlord wishing an increase in excess of 6% on any rental unit is required to file an application for the whole building and the rents for all units are determined at the same hearing.

During the 12-month period April 1, 1983 to March 31, 1984, the Commission received 2,074 landlord applications for whole building review involving 76,839 residential rental units. The comparable figures for fiscal 1982/83 are 5,442 applications and 189,952 rental units.

The sharp decline in receipt of applications in 1983/84 from peak levels in 1982/83 is partly the result of lower inflation and lower interest rates. In particular, interest rates, as indicated by the chartered banks' prime rates, dropped sharply from a peak of 18.25% in June, 1982 to 11.00% in April, 1983 and stabilized at this level for the most part of 1983/84.

As in previous years applications by landlords of large complexes (i.e. apartment buildings with elevators), while representing a relatively small proportion (24%) of total hearings held, resulted in decisions affecting a large segment (75%) of the total rental units involved. Smaller residential complexes (i.e. single family dwellings, duplexes and triplexes) accounted for one-quarter of the total hearings conducted.

Tenant Applications

Under Section 127 of the Residential Tenancies Act tenants may dispute any proposed rent increases for their units, including proposed increases up to 6%. Section 129 of the Act permits tenants to apply to the Commission for recovery of excess rents paid.

In the 12-month period ending March 31, 1984, a total of 3,987 applications were filed by tenants, of which 852 related to rent reduction and 3,135 to rebates of past rent overcharges. By comparison, in fiscal 1982/83, a total of 3,753 tenants filed applications with the Commission, comprised of 1,279 for rent reduction and 2,474 for rent rebate.

This surge in tenant applications for rent rebate could be the result of greater awareness of illegal rents arising from the Thom Commission hearings, as well as from a number of well-publicized court cases relating to illegal rents.

Mediation

The Residential Tenancies Act requires all tenant applications filed with the Commission under Sections 127 and 129 to be referred to mediation to "assist the parties to the proceeding in attempting to settle the matter by agreement". Where mediation is unsuccessful, applications are referred to a Commissioner for a formal hearing.

In fiscal 1983/84 the Commission successfully mediated 204 applications involving proposed rent increases and 2,028 applications concerned with rent rebate. This represents a 71% success rate in the resolution of tenant applications by mediation. In addition, the Commission considered 895 tenant applications where mediation had been unsuccessful, at 648 formal hearings. Of the 895 applications which had hearings, 101 related to rent reduction and 794 to rent rebate.

Appeals

Appeals from decisions of first-level hearings set new records in 1983/84 due primarily to a large influx of applications from initial Section 127/129 (tenant) hearings. A total of 189 appeals relating to tenant hearings were filed during the fiscal year compared to 609 appeals relating to whole building review hearings. To help expedite the hearing of the large volume of incoming appeals, four new Appeal Commissioners were appointed.

For the fiscal year 1983/84 a total of 772 appeal hearings were conducted affecting 23,795 units. Of the 772 appeal hearings, 606 (or 78%) resulted from whole building review applications and 166 (or 22%) from tenant applications. However, in terms of the orders issued for the 23,795 units, 99% related to whole building review applications and 1% to tenant applications.

Inquiries

During fiscal 1983/84 inquiries received by the Commission were fairly constant on a monthly basis, averaging 25,000-27,000 per month. For the year as a whole a total of 311,881 inquiries were received, up 15% from 271,151 in fiscal 1982/83.

The breakdown of inquiries by subject indicates a shift from rent review inquiries to inquiries relating to matters under the Landlord and Tenant Act. This is partly attributable to the assumption by the Commission on September 1, 1982, of landlord and tenant advisory functions from municipally-operated Landlord and Tenant Advisory Bureaux.

In terms of subject matter, of all inquiries received, 36% concerned the Residential Tenancies Act, 60% related to the Landlord and Tenant Act, and 4% pertained to other subjects.

Investigations/Prosecutions

In 1983/84 the Residential Tenancy Commission undertook an active program of investigation into alleged offences, under Section 123 of the Act. In several instances charges were laid and convictions obtained.

In the fiscal year under review a total of 24 new investigations were initiated and 5 were in progress from 1982/83. Of the 29 investigations, 22 had been completed to March 31, 1984 resulting in charges being laid in 8 cases against 14 individuals and 9 corporations. A number of individuals and corporations among these 14 individuals and 9 corporations have been charged in more than one proceeding. Up to fiscal year-end 3 prosecutions were successful and these resulted in total fines ranging from $1,000 to $15,000 against 5 landlords (3 individuals and 2 companies).

At fiscal year-end, 7 investigations and 5 prosecutions (involving 11 individuals and 7 companies) were outstanding.

Staff Development

The Commission is committed to an on-going program of staff training and development in order to provide improved service to the public.

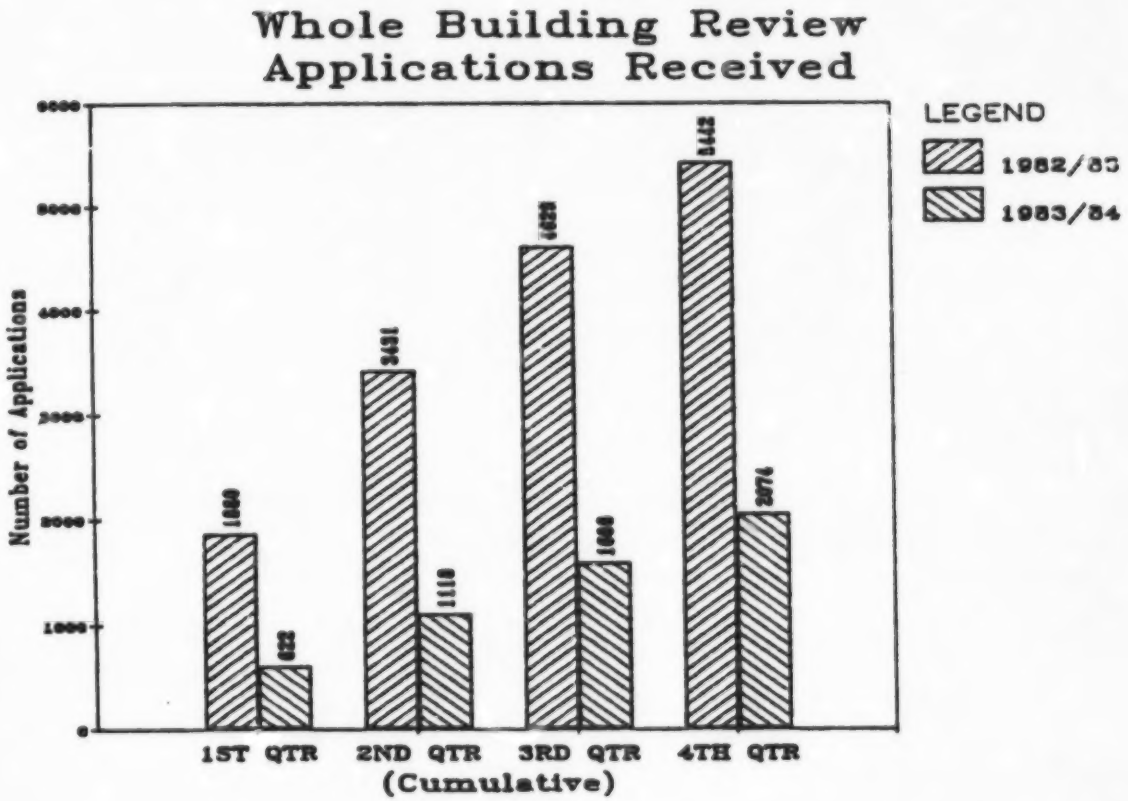
The following in-house seminars were offered to Commissioners, Review Officers/Assistants and staff engaged in providing mediation and inquiry services to the public:

- two rent review training seminars for new Part-Time Commissioners
- one rent review training seminar for new full-time Commissioners
- three courses on Evidence Law and the Residential Complexes Financing Costs Restraint Act for Commissioners, one in each of the three Regions
- four rent review information seminars for Review Officers and Review Assistants
- one course on mediation and negotiation techniques and one course on landlord and tenant advisory matters for Mediation and Inquiry Officers.
- three seminars on appeals procedures: two for Appeal Commissioners and one for Review Officers
- a Commissioners' Conference in each of the three regions to further analyse the application of the Residential Complexes Financing Costs Restraint Act and to discuss the technical and accounting issues encountered in hearings
- an annual Commissioners' Conference to discuss problems encountered in the administration of the Act.

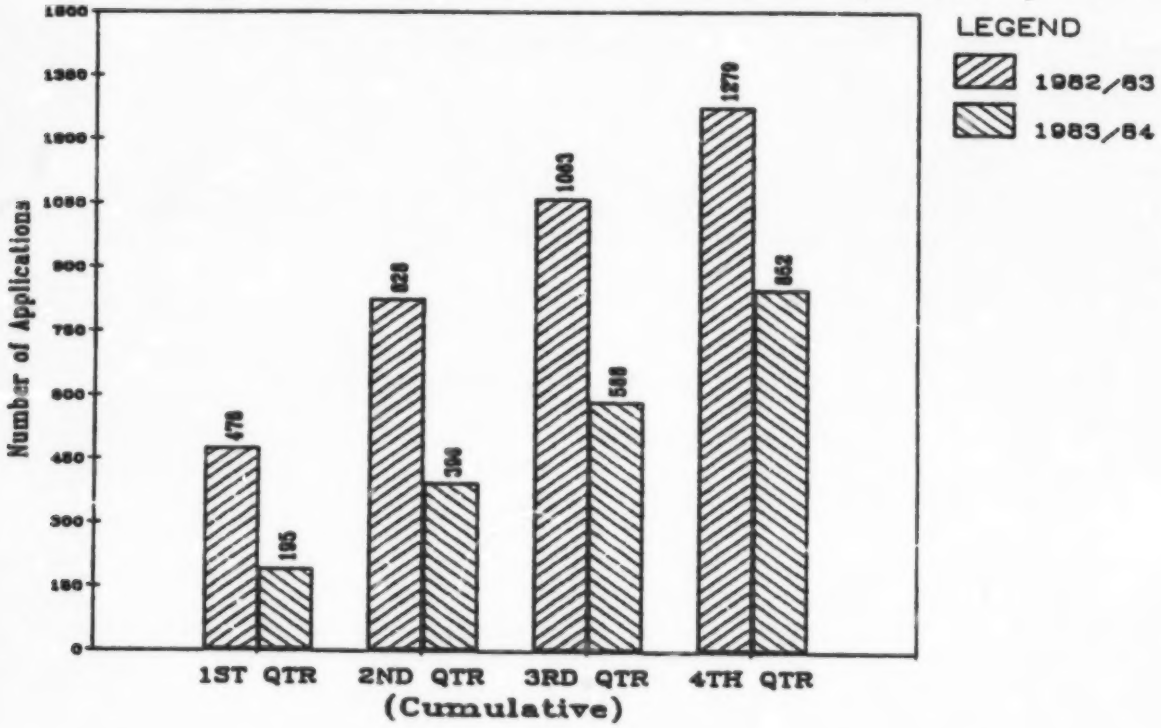
VIII. WORKLOAD COMPARISON 1983/84 vs. 1982/83

Following are graphic representations of incoming workload, by quarter, for fiscal years 1983/84 and 1982/83.

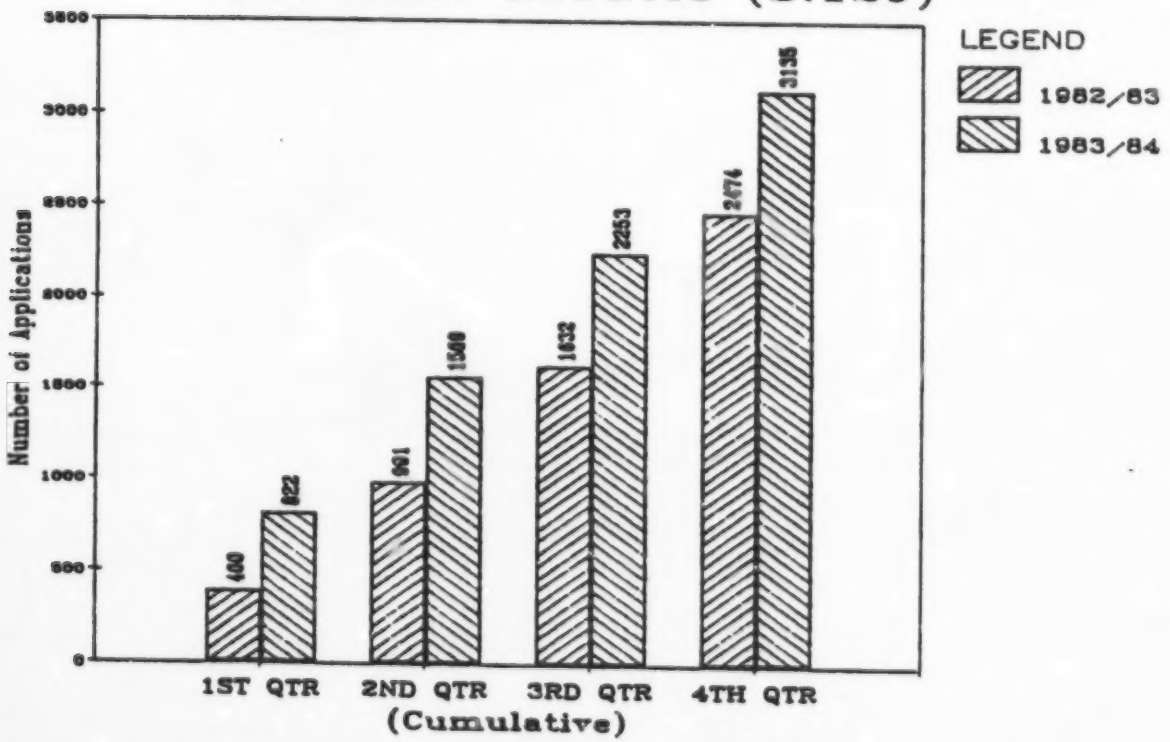
See Table 17 in Section XII for details.



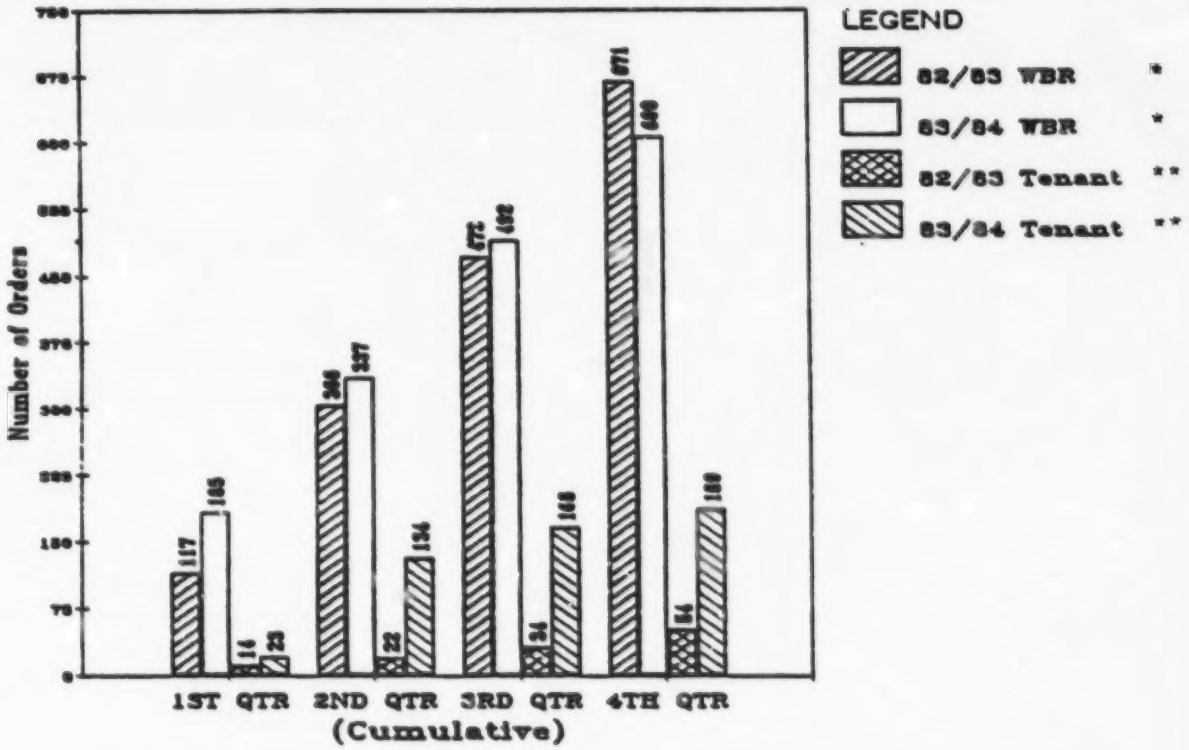
Tenant Applications disputing Proposed Rent Increases (S.127)



Tenant Applications for Rent Rebates (S.129)



Initial Orders Appealed



* ORDERS RELATING TO WHOLE BUILDING REVIEW HEARINGS

** ORDERS RELATING TO RENT REDUCTION/RENT REBATE HEARINGS

IX SERVICE LEVELS

Service levels continued to be unsatisfactory in 1983/84 due to the large inventory of applications outstanding at the start of the fiscal year and the delay in filling additional positions approved by Management Board in October 1982. Some Part-Time Commissioners were recruited and trained as late as May, 1983 and received their first assignments in June and July.

There was a considerable improvement in service levels toward the end of the year.

Whole Building Review

In the fiscal year 1983/84 it took an average of 213 days (or 7 months) from receipt of an applicaton to issuance of the order, compared to an average of 178 days (or 6 months) in 1982/83. The greatest delay was experienced in the scheduling of hearings, which accounted for 165 of the 213 days. Preparing and issuing orders took an average of 50 days, which varied from 35 days for single family dwellings to 81 days for larger complexes (over 300 units).

In terms of issuing orders prior to the effective date of the first rent increase, this was achieved in only 5.5% of all applications, a marginal improvement over 1982/83. However, service level figures are expected to show considerable improvement in the next fiscal year.

Tenant Applications

Rent Reduction

For tenant applications disputing rent increases, mediated settlements, where they were reached, took an average of 88 days to achieve, compared to 66 days in 1982/83. Where mediation proved unsuccessful and a hearing was held, an average of 172 days elapsed between receipt of the application and issuance of the order, almost twice the average of 93 days in 1982/83.

Rent Rebate

The average time taken between receipt of a rent rebate application and date of agreement, where one was achieved, was 100 days, up from the 74 days in 1982/83. Applications that required a hearing took 167 days on average to finalize, compared to 154 days in 1982/83.

Appeals

The service level for appeals was adversely affected in 1983/84 due to the record appeals backlog at the start of the fiscal year, and the record number of appeals filed during the year. Four new Appeal Commissioners were appointed effective January, 1984. While this measure contributed to an increase of 86% in the number of appeal hearings held in 1983/84 over the previous year, the initiative came too late in the fiscal year to effect a reduction in the number of days it took to complete an appeal. However, it should impact favourably on 1984/85 service levels.

In 1983/84 it took a total of 217 days to process an appeal from the date of the initial decision to date of the appeal order. The comparable figure for 1982/83 was 197 days. The 217 days are broken down into component parts as follows (with last year's figures in brackets): initial order to filing of appeal - 15 days (18 days); appeal application to hearing - 148 days (129 days); and appeal hearing to issuance of order - 54 days (50 days).

X. RENT REVIEW RESULTS

Detailed results of rent review hearings are shown in the statistical tables on pages 28 to 61 of this report.

Initial Hearings

In fiscal 1983/84 landlords requested an average increase of 19.7% and were granted an average increase of 10.6% (see Table 1). The comparable increases for 1982/83 were 20.9% and 14.2% respectively. In dollar terms, the Commission granted an average monthly increase of $33.91 in 1983/84 compared with $42.45 in 1982/83.

Landlords of small rental complexes, on average, requested and received greater increases compared to landlords of larger buildings. For example, landlords of single family and duplex buildings, which comprised 18.4% of all hearings, requested average increases of 35%-37% and received average increases of 19%-29%. On the other hand, landlords of large elevator complexes (averaging 117 units), comprising 24.5% of all hearings, requested and received average increases of 18.8% and 9.9% respectively.

A substantial number of increases allowed, based on units, were in the lower ranges of percentages. Over one-half of all units that came to rent review were granted rent increases below 10%, while 13,891 units (or 13% of all units) received rent increases below the guideline ceiling of 6%.

Impact of Cost Factors

The Residential Tenancies Act requires the Commission to take into consideration certain costs incurred or to be incurred by landlords when determining rent levels. These costs include operating costs, financing costs, capital expenditures and financial loss. The Residential Complexes Financing Costs Restraint Act temporarily places certain limitations on the cost-pass-through of higher financing costs to tenants.

The relative importance of individual cost factors and their impact on rent increases granted are summarized in the following table:

Relevant Cost Factor	No. of Hearings	Proport. of all Hearings (%)	Average Total Increase (%)	Portion of Increase Attributable to: Relevant Factor (%)	Portion of Increase Attributable to: Other Factors (%)	Impact of Relevant Factor on all Applic. (%)
1. Financial Loss	1,312	48	12.6	4.9	7.7	1.7
2. Capital Expenditure	2,169	79	10.5	2.1	8.4	1.7
3. Increased Financing Payment	709	26	13.3	5.1	8.2	1.3
4. Increased Operating Costs	2,666	97	10.6	5.9	4.7	5.8
5. Relief of Hardship	227	8	12.3	1.5	10.8	0.1
Total Hearings	2,742	100	10.6	-	-	10.6

Predictably, increased operating costs was the single-most important factor in landlords' decisions to come to rent review and these costs were claimed in 97% of all applications filed by landlords. The rent increase granted by the Commission due to this factor alone was 5.9%, which is below the guideline ceiling of 6%. In terms of the impact on all applications, increased operating costs contributed 5.8% to the 10.6% overall increase granted.

Capital expenditure was another significant reason cited in landlords' applications for rent increases and was included in 79% of all hearings. While this factor contributed only 1.7% to the overall 10.6% increase granted it does indicate that the rent review process permits landlords to recover costs associated with maintaining and improving their buildings.

The proportion of applications involving increased financing payments dropped from 41% in 1982/83 to 26% in 1983/84 reflecting sharply lower interest rates in the latter fiscal period as well as the impact of the Residential Complexes Financing Costs Restraint Act. Correspondingly, the contribution of this factor to the overall rent increase declined from 2.5% in 1982/83 to 1.3% in 1983/84.

Financial loss was experienced by approximately one-half of all landlords who came to rent review, the same as in the past four years. These complexes received an average rent increase of 12.6%, of which 4.9% was attributable to financial loss. This was considerably lower than the 17.8% comparable rent increase in 1982/83, of which 8.5% was attributable to the financial loss factor. The change was due primarily to the provisions of the Residential Complexes Financing Costs Restraint Act.

Relief of hardship was allowed in only 227 (or 8%) of all hearings and contributed only 0.1% to the 10.6% overall rent increase. One reason for the low volume of applications on this account was that the relief of hardship provision was restricted by legislation. Hence, only those applications that were outstanding prior to the time the Residential Complexes Financing Costs Restraint Act came into effect, were permitted this allowance.

Appeal Hearings

In fiscal 1983/84 the Commission conducted 772 appeal hearings representing 23,795 rental units. These figures exclud, a large number of appeals which were withdrawn prior to the hearing or for which permission to appeal was not granted.

In those cases where decisions were rendered, 37% of the units were awarded higher rent increases (averaging $14 per unit) than initially allowed, 19% had their rents lowered (by an average of $22 per unit) and 44% of appeals had their original rent increase decisions affirmed.

XI. OUTLOOK FOR 1984/85

Workload

The outlook for workload for 1984/85 is uncertain at this time owing largely to the impending report of the Thom Commission and the potential for substantial changes in rent review legislation. As well uncertainty regarding interest rates makes it difficult to forecast application volumes.

Assuming no major legislative initiatives are undertaken the level of incoming whole building review applications is likely to remain stable at current levels for 1984/85. The current upward pressure on interest rates is expected to have minimal impact on this year's workload; however, sustained high interest rates could result in substantially higher application levels in 1985/86.

Appeals are likely to drop in 1984/85 as fewer initial hearings will be held. However, tenant applications, especially those for rent rebate, may show further increases due partly to the activities of rent rebate consultants and partly to greater awareness by tenants of their rights under the legislation.

As an indication of workload trend in recent years the following table summarizes the outstanding applications position at year-ends 1982/83 and 1983/84.

Workload Outstanding	Whole Building Review Appl.	Tenant Appl.	Appeals
March 31, 1983			
Number outstanding	1,978	1,349	281
Above expressed as:			
. Percent of applications received during the year	36%	36%	39%
. Number of months of applications receipts	7	4	4
March 31, 1984			
- Number outstanding	566	1,073	127
- Above expressed as:			
. Percent of applications received during the year	27%	27%	16%
. Number of months of applications receipts	3 1/2	3	2 1/2

Review of the preceding table shows improvement in the outstanding workload that has occurred in the last two years and it is expected that further improvement will occur by the end of fiscal 1984/85.

French Language Services

The Commission intends to undertake a significant program of training its existing staff in the acquisition of improved French Language skills as well as recruiting others, where appropriate, who are bilingual.

Training

As in the recent past efforts will continue in this area with particular emphasis on mediation, inquiry, and Commissioner training.

Prosecutions

The Commission will continue, after thorough investigation, to bring charges against parties who knowingly furnish false information or disobey Commission orders. Section 123 of the Act provides for fines up to $2,000 for individuals and $25,000 for corporations upon conviction.

XII. RENT REVIEW PROGRAM STATISTICS

The tables in the following pages provide various statistics on the Rent Review Program for the fiscal year 1983/84.

Tables 1 to 12 represent the results of hearings related to whole building review applications. Table 6A is a new addition this year and shows a breakdown of units by ranges of percentage increases granted.

Tables 13 and 14 represent results of tenant applications to dispute rent increases proposed by landlords and to seek rebates of excessive rents charged in the past. As mediation is an essential part of the rent review process the results of successful mediations are included in these tables. Results of hearings arising out of unsuccessful mediations are also included.

Table 15 shows the result of appeal hearings and compares rent levels following the appeal with rents approved in the original order.

Table 16 indicates the number and type of inquiries received by each field office and by the province as a whole.

Table 17 illustrates workload trends in the Commission for fiscal years 1982/83 and 1983/84.

Finally, Tables 18 and 19 provide summaries of key workload indicators, by office, for 1983/84 and for the four years preceding.

Certain limitations must be recognized in the interpretation of data. For instance, except where indicated, figures are averages only without regard to the size or type of rental units. Hence, distortions may occur where, for example, mobile homes which rent for substantially less than the rents charged for structual residential units are combined with other residential units giving the impression of lower than average dollar rent increase levels.

Explanatory notes, where warranted, are included in the narrative accompanying each table.

TABLE 1

AVERAGE RESULTS OF WHOLE BUILDING REVIEW HEARINGS

This table shows the overall results of landlord applications for whole building review.

The first column represents the number of hearings held which resulted in rent determinations while the second column indicates the number of units related to these hearings. These figures do not include hearings where the applications were withdrawn or dismissed.

The third column shows the average rent increase requested by the landlord expressed as a percentage of the previous total rental revenue for the complex. The fourth column represents the equivalent average unit rent increase in dollars proposed by the landlord.

The fifth column indicates the average percentage increase granted by the Commission expressed as a percentage of the previous total rental revenue for the complex. The sixth column represents the equivalent average unit rent increase in dollars allowed following the hearing.

For 1983/84 landlords requested and received average rent increases of 19.68% and 10.59% respectively. Expressed in dollar terms, the corresponding average rent increases requested and received were $63.38 and $33.91, respectively, per unit.

TABLE 1

AVERAGE RESULTS OF WHOLE BUILDING REVIEW HEARINGS

(1983 - 84)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	% GRANTED	MONTHLY $ GRANTED
TORONTO	225	12031	21.82	75.03	9.05	30.39
ETOBICOKE	242	8819	20.38	66.47	9.62	31.01
N. YORK	260	22956	18.88	68.09	10.91	39.69
E. YORK	38	1971	20.85	72.03	8.80	30.42
SCARBOROUGH	83	9034	16.73	60.83	10.75	39.23
WINDSOR	12	97	30.80	36.78	16.19	23.00
LONDON	115	3078	20.05	59.07	9.69	28.54
OWEN SOUND	18	384	19.27	45.99	13.58	32.08
KITCHENER	304	7269	18.05	51.63	12.02	34.74
HAMILTON	274	11856	16.77	47.61	10.16	28.81
ST. CATHARINES	123	2321	20.76	51.63	12.39	35.97
MISSISSAUGA	54	2349	17.29	58.99	7.74	26.62
BARRIE	86	1225	21.52	63.24	12.08	35.49
OSHAWA	20	516	26.88	102.70	10.71	41.02
PETERBOROUGH	143	3756	21.38	61.80	12.63	36.59
KINGSTON	165	2393	19.67	49.02	14.17	35.64
OTTAWA	339	12769	22.41	74.16	10.12	33.12
NORTH BAY	51	481	18.87	54.37	11.24	32.10
SUDBURY	87	2056	20.18	47.65	10.22	23.61
TIMMINS	75	679	29.39	39.26	22.43	26.01
THUNDER BAY	28	432	30.60	61.13	11.95	25.94
PROVINCE	2742	106472	19.68	63.38	10.59	33.91

TABLE 2

AVERAGE RESULTS OF MOBILE HOME PARK WHOLE BUILDING REVIEW HEARINGS

This table is a component of Table 1 and includes only those decisions that concern rent increases on mobile home parks.

Mobile home sites generally rent for a fraction of the rent charged for structural residential rental units. For this reason those offices which handle a significant number of mobile home parks could show lower than average dollar rent increase levels.

For 1983/84 16 hearings were held involving 695 mobile home sites. The average monthly dollar increases requested and granted for these rental properties were $34.11 and $13.65 respectively, well below the corresponding averages of $63.38 and $33.91 for all whole building review hearings (from Table 1).

TABLE 2

AVERAGE RESULTS OF MOBILE HOME PARK WHOLE BUILDING REVIEW HEARINGS

(1983 - 1984)

OFFICE	# OF HEARINGS	# OF SITES	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	0	0	-	-	-	-
ETOBICOKE	0	0	-	-	-	-
N. YORK	0	0	-	-	-	-
E. YORK	0	0	-	-	-	-
SCARBOROUGH	0	0	-	-	-	-
WINDSOR	1	52	16.96	14.21	4.77	4.00
LONDON	0	0	-	-	-	-
OWEN SOUND	0	0	-	-	-	-
KITCHENER	0	0	-	-	-	-
HAMILTON	0	0	-	-	-	-
ST. CATHARINES	0	0	-	-	-	-
MISSISSAUGA	0	0	-	-	-	-
BARRIE	2	33	57.85	57.65	17.34	17.33
OSHAWA	0	0	-	-	-	-
PETERBOROUGH	4	206	32.84	25.43	10.61	14.68
KINGSTON	0	0	-	-	-	-
OTTAWA	3	175	51.91	68.29	16.82	23.69
NORTH BAY	2	2	22.50	10.00	17.50	7.50
SUDBURY	0	0	-	-	-	-
TIMMINS	3	167	15.30	14.71	5.77	5.25
THUNDER BAY	1	60	24.30	23.33	10.30	10.77
PROVINCE	16	695	32.66	34.11	13.26	13.65

TABLE 3

DISTRIBUTION OF BUILDINGS IN WHOLE BUILDING REVIEW HEARINGS BY TYPE OF BUILDING

This table classifies buildings involved in whole building review hearings into 9 types, as described in the legend.

The distribution shows that all building types with the exception of rooming houses have significant representation in the rent review process. In particular smaller residential complexes (single family, duplex and triplex) account for one-quarter of all buildings coming to rent review.

If there were more than one type of building within a single residential complex a hearing could have been counted more than once for each type involved.

TABLE 3 DISTRIBUTION OF BUILDINGS IN WHOLE BUILDING REVIEW HEARINGS BY TYPE OF BUILDING

(1983 - 84)

OFFICE	#SF	#DU	#TRI	#FS	#NE	#E	#RH	#T	#M	TOTAL
TORONTO	11	19	23	33	47	90	1	1	0	225
ETOBICOKE	12	7	16	42	100	66	0	2	0	245
N. YORK	42	2	5	13	65	131	0	2	0	260
E. YORK	1	0	1	5	14	17	0	0	0	38
SCARBOROUGH	3	1	4	4	6	62	0	3	0	83
WINDSOR	2	3	1	3	2	0	0	0	1	12
LONDON	6	21	7	12	50	13	0	9	0	118
OWEN SOUND	1	3	2	1	11	0	0	0	0	18
KITCHENER	7	10	14	39	173	38	0	23	0	304
HAMILTON	14	9	4	16	115	107	0	11	0	276
ST. CATHARINES	8	18	7	32	43	17	0	1	0	126
MISSISSAUGA	8	3	4	6	14	20	0	2	0	57
BARRIE	6	14	13	20	23	7	0	2	2	87
OSHAWA	2	3	1	3	5	6	0	0	0	20
PETERBOROUGH	5	18	15	38	30	27	0	6	4	143
KINGSTON	30	20	9	29	68	9	0	4	0	169
OTTAWA	30	77	40	62	60	60	0	11	3	343
NORTH BAY	5	7	4	13	18	1	0	1	2	51
SUDBURY	28	10	6	10	28	5	0	2	0	89
TIMMINS	8	29	12	13	11	1	1	0	3	78
THUNDER BAY	3	5	2	2	13	1	0	1	1	28
PROVINCE	232	279	190	396	896	678	2	81	16	2770

SF - Single family dwelling
DU - Duplex
TRI - Triplex
FS - Four to six units inclusive
NE - Over six units but fewer than four floors (i.e. non-elevator)
E - Over six units with four or more floors (i.e. elevator)
RH - Rooming House
T - Townhouse
M - Mobile home site

If there were more than one type of building within a single rental complex a hearing could have been counted more than once for each type involved.

TABLE 4

DISTRIBUTION OF UNITS IN WHOLE BUILDING REVIEW HEARINGS BY TYPE OF BUILDING

This table supplements Table 3 in that the units shown here relate to the hearings in Table 3.

A total of 106,472 units were reviewed at 2742 hearings averaging 38 units per hearing for the province as a whole.

The breakdown of units by building type is significant especially when making comparisons with the corresponding number of hearings (from Table 3). Hence elevator complexes, which account for only 24% of all hearings (Table 3), when translated into units account for 75% of all units (Table 4).

It is worth noting that the "#SF" columns in Tables 3 and 4 do not agree. The reason for the disparity in numbers is that a particular single family hearing may in fact consider several single family dwellings. This is especially true in towns in Northern Ontario where a company may own several single family homes and rent them to its employees.

TABLE 4

DISTRIBUTION OF UNITS IN WHOLE BUILDING REVIEW HEARINGS BY TYPE OF BUILDING

(1983 - 84)

OFFICE	#SF	#DU	#TRI	#FS	#NE	#E	#RH	#T	#M	TOTAL
TORONTO	11	29	60	145	935	10039	10	2	0	12231
ETOBICOKE	12	14	48	244	2462	5900	0	139	0	8819
N. YORK	42	3	15	161	1736	20954	0	45	0	22956
E. YORK	1	0	3	27	312	1628	0	0	0	1971
SCARBOROUGH	3	2	107	22	139	8594	0	167	0	9034
WINDSOR	3	5	3	11	23	0	0	0	52	97
LONDON	6	48	20	58	1200	1415	0	331	0	3078
OWEN SOUND	1	5	5	5	368	0	0	0	0	384
KITCHENER	14	18	39	213	3132	3170	0	683	0	7269
HAMILTON	14	18	12	74	2007	9612	0	119	0	11856
ST. CATHARINES	8	37	18	163	698	1344	0	53	0	2321
MISSISSAUGA	8	6	12	34	245	1769	0	275	0	2349
BARRIE	7	24	39	101	424	579	0	18	33	1225
OSHAWA	2	6	3	13	78	414	0	0	0	516
PETERBOROUGH	5	30	41	209	706	2523	0	36	206	3756
KINGSTON	36	45	25	185	1474	492	0	136	0	2393
OTTAWA	34	143	105	415	1760	9354	0	775	175	12769
NORTH BAY	5	13	11	55	307	69	0	19	2	481
SUDBURY	241	15	15	67	1021	633	0	64	0	2056
TIMMINS	20	142	29	57	223	33	8	0	167	679
THUNDER BAY	3	8	6	10	284	31	0	30	60	432
PROVINCE	476	611	616	2269	19542	79353	18	2892	695	106472

SF - Single family dwelling
DU - Duplex
TRI - Triplex
FS - Four to six units inclusive
NE - Over six units but fewer than four floors (i.e. non-elevator)
E - Over six units with four or more floors (i.e. elevator)
RH - Rooming House
T - Townhouse
M - Mobile home site

If there were more than one type of building within a single rental complex a hearing could have been counted more than once for each type involved.

TABLE 5

DISTRIBUTION OF AVERAGE PERCENTAGE INCREASE REQUESTED AND GRANTED BY BUILDING TYPE

This table shows the average increase requested and granted, in percentage terms, according to building type.

The table indicates that the smaller complexes generally request and receive larger rent increases, and vice-versa. For buildings of six units or less the lowest average increase requested was 25.3% and the lowest average increase granted was 13.0%.

In contrast, for complexes containing more than six units (with the exception of mobile homes) the highest average increase requested was 20.8% and the highest average increase granted was 12.2% (for non-elevator complexes, e.g. walk-ups).

It is noteworthy that elevator complexes, which comprised 75% of all units involved in whole building review hearings, received an average increase of only 9.9%, weighing heavily on the 10.6% average increase granted all units.

TABLE 5

DISTRIBUTION OF AVERAGE PERCENTAGE INCREASE REQUESTED AND GRANTED BY BUILDING TYPE (1983 - 84)

OFFICE	SF		DU		TRI		FS		NE		E		RH		T		M		TOTAL	
	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR	RE	GR
	(Percentage (%))																			
TORONTO	52.5	23.5	32.9	14.5	25.2	12.8	30.6	14.5	25.3	11.1	21.3	8.7	18.1	10.9	15.0	9.5	-	-	21.8	9.0
ETOBICOKE	25.5	17.7	26.8	13.4	23.9	15.0	25.6	13.1	25.0	12.4	18.4	8.3	-	-	11.6	9.6	-	-	20.4	9.6
N. YORK	67.8	18.1	25.6	6.8	25.1	15.9	20.5	12.7	20.0	12.5	18.7	10.7	-	-	15.9	11.2	-	-	18.9	10.9
E. YORK	7.0	7.0	-	-	40.0	6.6	23.5	19.8	29.6	10.8	19.1	8.2	-	-	-	-	-	-	20.8	8.8
SCARBOROUGH	26.6	22.8	10.4	10.4	14.5	8.2	20.3	9.6	17.5	9.9	16.6	10.8	-	-	21.5	11.0	-	-	16.7	10.7
WINDSOR	200.4	100.8	48.8	55.2	14.7	14.7	64.0	20.2	22.3	19.7	-	-	-	-	-	-	17.0	4.8	30.8	16.2
LONDON	20.4	17.3	21.9	18.6	22.2	17.1	22.1	13.1	19.7	11.3	19.1	9.1	-	-	24.7	4.1	-	-	20.0	9.7
OWEN SOUND	20.0	20.0	22.2	32.0	17.6	14.3	30.1	21.2	19.1	13.2	-	-	-	-	-	-	-	-	19.3	13.6
KITCHENER	30.5	17.3	24.4	18.1	20.9	12.3	21.7	13.8	18.5	12.0	16.6	11.8	-	-	21.2	12.2	-	-	18.0	12.0
HAMILTON	21.1	14.5	21.8	20.6	31.8	21.2	23.9	11.9	17.3	11.7	16.5	9.8	-	-	23.5	12.7	-	-	16.8	10.2
ST. CATHARINES	35.8	26.6	17.5	15.6	14.7	12.6	47.1	14.5	17.6	12.1	16.6	11.9	-	-	30.3	16.7	-	-	20.8	12.4
MISSISSAUGA	18.1	13.9	18.8	13.6	27.9	15.2	26.4	11.6	23.9	9.9	16.4	7.7	-	-	15.4	5.3	-	-	17.3	7.7
BARRIE	62.8	23.3	24.7	18.2	17.9	13.1	16.3	11.5	19.1	13.3	21.7	10.4	-	-	23.5	16.2	57.9	17.3	21.5	12.1
OSHAWA	14.7	14.8	20.1	10.2	17.9	17.9	17.7	8.7	36.4	19.6	25.6	9.0	-	-	-	-	-	-	26.9	10.7
PETERBOROUGH	28.4	19.7	33.3	23.9	32.3	19.9	32.6	15.1	21.0	14.3	19.3	11.2	-	-	22.5	16.2	32.8	18.8	21.4	12.6
KINGSTON	39.0	23.7	18.5	16.2	34.9	18.0	18.6	11.6	20.3	15.4	15.7	10.3	-	-	22.1	15.0	-	-	19.7	14.2
OTTAWA	48.3	27.6	29.2	16.4	22.4	15.9	23.5	12.3	21.0	11.1	22.2	9.7	-	-	19.2	7.4	51.9	16.8	22.4	10.1
NORTH BAY	48.8	32.0	28.7	20.1	27.1	17.7	21.4	12.4	18.1	11.5	15.0	6.9	-	-	18.4	4.2	22.5	17.5	18.9	11.2
SUDBURY	24.9	13.0	24.5	15.8	19.0	13.4	17.2	11.3	21.1	10.7	16.0	6.7	-	-	31.9	23.7	-	-	20.2	10.2
TIMMINS	63.5	55.5	75.4	66.8	23.0	13.0	16.4	8.6	15.1	10.6	11.2	11.2	10.3	10.3	-	-	15.3	5.8	29.4	22.4
THUNDER BAY	15.2	10.9	31.2	11.6	32.1	15.6	15.5	10.1	35.7	12.5	14.9	10.9	-	-	19.8	11.1	24.3	10.3	30.6	11.9
PROVINCE	35.6	19.0	37.4	29.0	27.4	14.0	25.3	13.0	20.8	12.2	18.8	9.9	14.6	10.7	20.5	9.6	32.7	13.3	19.7	10.6

SF - Single family dwelling
DU - Duplex
TRI - Triplex
FS - Four to six units inclusive
NE - Over six units but fewer than four floors (i.e. non-elevator)
E - Over six units with four or more floors (i.e. elevator)
RH - Rooming House
T - Townhouse
M - Mobile home site

RE - Requested
GR - Granted

If there were more than one type of building within a single rental complex a hearing could have been counted more than once for each type involved.

TABLES 6 AND 6A

DISTRIBUTION OF THE RESULTS OF WHOLE BUILDING REVIEW HEARINGS AND RELATED UNITS BY RANGES OF PERCENTAGE INCREASES GRANTED

Table 6 shows the breakdown, by percentage ranges, of the results of whole building review hearings conducted in 1983/84.

The table indicates that a majority (2,305 or 84%) of increases granted were in the 6% - 25% range while a significant number (222 or 8%) were at or below the guideline ceiling of 6%.

In 1983/84 there was a shift to lower rent increases from higher rent increase decisions in 1982/83. For example, rent increases of up to 12% were granted for 52% of all hearings in 1983/84 compared to only 29% of all hearings in 1982/83. Likewise, in the upper ranges, increases above 30% were granted in 5% of all hearings in 1983/84 compared to 13% of all hearings in 1982/83.

Table 6A, a new addition in this report, is a companion table to Table 6 showing the number of units involved in whole building review hearings distributed by the ranges of percentage increases granted.

TABLE 6

DISTRIBUTION OF THE RESULTS OF WHOLE BUILDING REVIEW HEARINGS
BY RANGES OF PERCENTAGE INCREASES GRANTED

(1983 - 84)

OFFICE	<6%	6-10%	10-12%	12-14%	14-16%	16-20%	20-25%	25-30%	30-35%	35-40%	40-50%	>50%	TOTAL
TORONTO	24	85	34	22	15	19	12	4	5	1	4	0	225
ETOBICOKE	16	75	31	31	28	23	25	9	3	1	0	0	242
N. YORK	16	83	46	32	22	32	18	4	4	1	2	0	260
E. YORK	1	17	6	4	1	3	3	1	2	0	0	0	38
SCARBOROUGH	8	26	18	14	7	1	5	2	1	1	0	0	83
WINDSOR	1	0	1	2	1	0	0	1	2	0	0	4	12
LONDON	15	31	21	4	8	16	12	6	1	0	1	0	115
OWEN SOUND	0	3	3	2	2	3	3	1	0	0	1	0	18
KITCHENER	14	103	60	33	34	30	19	6	3	1	1	0	304
HAMILTON	22	88	48	36	25	27	14	6	2	2	3	1	274
ST. CATHARINES	2	32	16	17	22	17	6	6	2	1	0	2	123
MISSISSAUGA	9	20	7	10	3	3	1	1	0	0	0	0	54
BARRIE	3	27	16	15	5	7	4	2	4	0	2	1	86
OSHAWA	2	7	1	2	1	3	3	0	1	0	0	0	20
PETERBOROUGH	14	36	8	14	18	12	13	8	12	4	2	2	143
KINGSTON	12	27	29	25	19	19	15	9	4	2	0	4	165
OTTAWA	41	103	40	32	25	36	17	17	11	8	5	4	339
NORTH BAY	3	18	7	9	3	2	4	2	1	0	0	2	51
SUDBURY	7	22	22	6	7	12	6	2	1	1	0	1	87
TIMMINS	9	28	13	2	[illegible]	9	6	0	0	1	2	2	75
THUNDER BAY	3	10	7	0	1	4	2	0	0	1	0	0	28
PROVINCE	222	841	434	312	250	278	188	87	59	25	23	23	2742

TABLE 6A

NUMBER OF UNITS INVOLVED IN WHOLE BUILDING REVIEW
DISTRIBUTED BY RANGES OF PERCENTAGE INCREASE GRANTED
(1983 - 84)

OFFICE	<=6%	6-10%	10-12%	12-14%	14-16%	16-20%	20-25%	25-30%	30-35%	35-40%	40-50%	>50%	TOTAL
TORONTO	2270	5504	2436	490	591	204	241	82	46	0	69	0	12031
ETOBICOKE	1433	3827	1048	1169	611	425	341	27	5	3	0	0	3819
N. YORK	1362	10971	3753	2293	1210	1925	1389	86	65	1	2	0	22956
E. YORK	152	1360	177	165	62	10	29	6	2	0	0	0	1971
SCARBOROUGH	900	3972	1930	1027	533	230	325	62	1	164	0	0	9034
WINDSOR	52	0	11	7	3	0	0	13	6	0	0	6	97
LONDON	676	1392	407	93	117	142	223	24	2	2	0	0	3073
OWEN SOUND	0	77	100	104	30	6	17	40	0	0	2	0	384
KITCHENER	332	2677	1292	1064	609	666	434	156	37	1	1	0	7269
HAMILTON	1014	5856	1965	941	607	604	611	132	8	4	34	0	11856
ST. CATHARINES	11	778	387	257	550	198	100	33	0	5	0	2	2321
MISSISSAUGA	1011	910	51	243	104	26	1	3	0	0	0	0	2349
BARRIE	128	304	393	95	73	149	30	34	6	0	12	1	1225
OSHAWA	96	267	35	22	2	47	34	13	0	0	0	0	516
PETERBOROUGH	423	1620	260	333	461	167	351	60	67	7	5	36	3756
KINGSTON	157	575	337	499	163	185	362	192	6	0	2	10	2393
OTTAWA	2914	5066	1938	947	1093	567	148	204	59	20	8	25	12769
N. BAY	30	209	116	45	39	6	9	22	3	0	0	3	481
SUDBURY	332	533	341	33	144	143	9	3	75	1	0	39	2056
TIMMINS	151	232	119	4	4	20	20	0	0	1	4	122	679
THUNDER BAY	37	113	196	0	1	35	21	9	0	16	0	0	432
PROVINCE	13991	46251	17070	9696	6964	5913	4497	1191	391	225	139	244	106472

TABLES 7, 8, 9, 10, 11 and 12

AVERAGE RESULTS OF HEARINGS WHICH INVOLVED FINANCIAL LOSS, CAPITAL EXPENDITURES, INCREASED FINANCING PAYMENTS, INCREASED OPERATING COSTS AND RELIEF OF HARDSHIP

In determining the amount of rent increases which can be justified, a Commissioner must consider other factors in addition to year-to-year increases in annual operating costs.

These other factors include financial loss, capital expenditures, increased financing payments, and, in some cases, relief of hardship.

Tables 7, 8, 9, 10, 11 12 reflect results from those cases in which one of these factors, in addition to some other factor(s), formed a basis for an approved rent increase. Table 11 deals with applications where operating cost increases were cited. As expected, operating cost increases was the single most important factor in landlord applications for rent review, and was involved in 97% of all cases.

For a detailed discussion of the results in these tables refer to Section X (Rent Review Results, page 22).

TABLE 7

AVERAGE RESULTS OF HEARINGS WHICH INVOLVED FINANCIAL LOSS

(1983 - 84)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	% GRANTED	MONTHLY $ GRANTED
TORONTO	101	3951	27.71	102.21	11.40	40.08
ETOBICOKE	122	3173	24.68	78.44	10.90	34.26
N. YORK	105	5365	22.83	83.34	13.20	48.12
E. YORK	21	559	25.43	85.44	9.25	31.21
SCARBOROUGH	37	3515	19.61	71.56	13.33	49.73
WINDSOR	5	25	47.17	65.89	27.99	47.57
LONDON	65	1902	20.16	59.94	8.99	27.12
OWEN SOUND	7	149	16.25	44.25	12.69	34.61
KITCHENER	186	4559	19.10	54.07	12.82	36.60
HAMILTON	123	4937	20.19	57.50	13.06	37.35
ST. CATHARINES	51	999	26.22	55.20	14.69	42.72
MISSISSAUGA	24	1001	17.61	62.16	10.14	36.73
BARRIE	37	415	26.43	71.64	15.61	45.09
OSHAWA	7	139	26.33	98.81	12.77	47.47
PETERBOROUGH	77	1283	22.85	59.89	14.70	38.43
KINGSTON	72	848	21.76	58.22	16.61	44.18
OTTAWA	168	5975	25.30	85.20	11.75	38.25
NORTH BAY	26	262	20.01	58.49	12.58	36.15
SUDBURY	40	600	28.91	62.03	18.48	39.08
TIMMINS	26	138	35.61	57.09	26.83	37.58
THUNDER BAY	12	124	49.41	93.32	14.93	31.48
PROVINCE	1312	39919	22.88	73.14	12.57	39.80

NOTE: For impact of this factor on total increase granted, see page 23.

TABLE 8 DISTRIBUTION OF HEARINGS WHICH INVOLVED FINANCIAL LOSS BY TYPE OF BUILDING

(1983 - 84)

OFFICE	#SF	#DU	#TRI	#FS	#NE	#E	#RH	#T	#M	TOTAL
TORONTO	3	11	15	21	23	28	0	0	0	101
ETOBICOKE	2	2	11	21	59	28	0	0	0	123
N. YORK	32	0	3	9	27	34	0	0	0	105
E. YORK	1	0	1	4	10	5	0	0	0	21
SCARBOROUGH	1	0	3	1	3	28	0	1	0	37
WINDSOR	0	1	1	2	1	0	0	0	0	5
LONDON	3	15	2	5	30	7	0	5	0	67
OWEN SOUND	0	1	1	1	4	0	0	0	0	7
KITCHENER	6	8	10	25	100	23	0	14	0	186
HAMILTON	5	5	3	11	50	44	0	5	0	123
ST. CATHARINES	0	9	4	14	17	8	0	1	0	53
MISSISSAUGA	0	1	3	1	7	11	0	1	0	24
BARRIE	5	8	4	7	10	2	0	0	1	37
OSHAWA	0	2	0	1	2	2	0	0	0	7
PETERBOROUGH	2	11	11	21	15	10	0	4	3	77
KINGSTON	10	9	5	12	34	5	0	1	0	76
OTTAWA	12	42	25	32	23	30	0	5	1	170
NORTH BAY	2	4	4	3	11	1	0	0	1	26
SUDBURY	11	4	3	7	14	1	0	2	0	42
TIMMINS	3	13	4	3	2	1	0	0	1	27
THUNDER BAY	1	3	2	1	4	0	0	1	0	12
PROVINCE	99	149	115	202	446	268	0	40	7	1326

SF - Single family dwelling
DU - Duplex
TRI - Triplex
FS - Four to six units inclusive
NE - Over six units but fewer than four floors (i.e. non-elevator)
E - Over six units with four or more floors (i.e. elevator)
RH - Rooming House
T - Townhouse
M - Mobile home site

If there were more than one type of building within a single rental complex a hearing could have been counted more than once for each type involved.

TABLE 9 AVERAGE RESULTS OF HEARINGS WHICH INVOLVED CAPITAL EXPENDITURES

(1983 - 84)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	185	11672	21.81	74.93	9.06	30.45
ETOBICOKE	213	8014	20.53	67.09	9.40	30.28
N. YORK	238	21853	18.49	66.80	11.01	40.09
E. YORK	34	1953	20.55	71.50	8.75	30.26
SCARBOROUGH	62	8498	16.66	60.74	10.69	39.12
WINDSOR	11	95	30.73	36.60	15.80	22.54
LONDON	87	2761	19.95	59.68	9.74	29.17
OWEN SOUND	15	349	18.77	44.01	13.23	30.70
KITCHENER	261	6679	17.84	51.45	11.90	34.67
HAMILTON	205	9800	16.75	48.20	9.85	28.11
ST. CATHARINES	100	2063	17.94	52.12	12.60	36.64
MISSISSAUGA	44	2134	17.34	59.35	7.81	27.01
BARRIE	66	982	22.77	67.16	12.85	38.23
OSHAWA	14	480	26.91	104.01	9.96	39.01
PETERBOROUGH	114	3428	21.36	62.52	12.47	36.34
KINGSTON	121	1842	18.91	46.73	13.76	34.27
OTTAWA	232	8472	22.80	75.63	10.28	33.30
NORTH BAY	32	208	20.80	53.58	12.57	32.75
SUDBURY	67	1833	20.01	47.00	9.29	21.32
TIMMINS	51	432	33.11	36.97	25.83	25.87
THUNDER BAY	17	342	31.60	65.49	11.11	25.16
PROVINCE	2169	93890	19.48	63.42	10.53	33.99

NOTE: For impact of this factor on total increase granted, see page 23.

TABLE 10 AVERAGE RESULTS OF HEARINGS WHICH INVOLVED INCREASED FINANCING PAYMENTS

(1983 - 84)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	43	2343	25.58	82.49	12.11	38.64
ETOBICOKE	61	1503	22.68	72.97	13.57	44.22
N. YORK	45	4315	22.77	91.73	15.82	64.23
E. YORK	4	95	25.22	81.43	10.11	33.85
SCARBOROUGH	21	2768	18.23	72.47	11.57	46.01
WINDSOR	2	15	27.44	71.73	24.32	54.73
LONDON	51	1180	18.96	55.60	12.74	35.94
OWEN SOUND	7	226	20.80	47.15	14.19	32.13
KITCHENER	74	2171	21.51	63.48	15.12	45.21
HAMILTON	51	1777	18.13	51.44	12.46	35.07
ST. CATHARINES	37	1179	23.59	55.95	12.87	40.62
MISSISSAUGA	15	738	16.62	59.29	9.63	35.53
BARRIE	27	591	24.99	79.80	14.16	44.03
OSHAWA	9	336	29.32	113.78	10.24	40.66
PETERBOROUGH	56	1081	22.83	67.00	17.42	52.61
KINGSTON	62	1122	19.82	53.47	15.60	41.93
OTTAWA	106	5193	23.89	85.06	11.87	41.96
NORTH BAY	7	133	20.16	60.73	12.96	39.92
SUDBURY	13	405	22.52	74.09	10.68	34.98
TIMMINS	9	42	20.89	73.31	9.49	32.04
THUNDER BAY	9	140	23.36	65.01	8.10	23.10
PROVINCE	709	27353	22.05	74.34	13.28	45.16

NOTE: For impact of this factor on total increase granted, see page 23.

TABLE 11 AVERAGE RESULTS OF HEARINGS WHICH INVOLVED INCREASED OPERATING COSTS

(1983 - 84)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	224	12028	21.82	75.05	9.05	30.39
ETOBICOKE	238	8725	20.15	66.06	9.64	31.15
N. YORK	257	22909	18.88	68.07	10.92	39.73
E. YORK	38	1971	20.85	72.03	8.80	30.42
SCARBOROUGH	81	8728	16.37	59.73	10.67	39.05
WINDSOR	11	95	30.73	36.60	15.80	22.54
LONDON	105	2979	20.24	59.73	9.72	28.77
OWEN SOUND	18	384	19.27	45.99	13.58	32.08
KITCHENER	297	7139	17.96	51.56	12.03	34.87
HAMILTON	270	11768	16.64	47.38	10.07	28.62
ST. CATHARINES	120	2286	20.78	51.71	12.30	35.84
MISSISSAUGA	54	2349	17.29	58.99	7.74	26.62
BARRIE	81	1209	21.49	63.50	12.10	35.69
OSHAWA	20	516	26.88	102.70	10.71	41.02
PETERBOROUGH	140	3745	21.34	61.73	12.65	36.64
KINGSTON	161	2365	19.31	48.53	14.08	35.61
OTTAWA	320	12549	22.18	74.05	10.10	33.25
NORTH BAY	48	472	18.96	54.80	11.18	32.11
SUDBURY	80	2026	20.19	47.79	10.25	23.70
TIMMINS	75	679	29.39	39.26	22.43	26.01
THUNDER BAY	28	432	30.60	61.13	11.95	25.94
PROVINCE	2666	105354	19.59	63.25	10.57	33.92

NOTE: For impact of this factor on total increase granted, see page 23.

TABLE 12

AVERAGE RESULTS OF HEARINGS WHICH INVOLVED RELIEF OF HARDSHIP FACTOR

(1983 - 84)

OFFICE	# OF HEARINGS	# OF UNITS	INCREASE % REQUESTED	INCREASE MONTHLY $ REQUESTED	INCREASE % GRANTED	INCREASE MONTHLY $ GRANTED
TORONTO	10	421	19.00	85.05	10.63	46.19
ETOBICOKE	10	122	19.96	64.78	10.67	35.27
N. YORK	16	1703	25.46	107.04	18.56	78.59
E. YORK	1	1	36.86	155.67	32.12	135.67
SCARBOROUGH	8	412	16.44	53.31	11.65	37.86
WINDSOR						
LONDON	11	160	22.21	57.68	9.28	24.27
OWEN SOUND	4	54	10.85	29.30	9.80	26.33
KITCHENER	20	818	17.00	53.55	11.49	36.98
HAMILTON	26	1264	15.08	41.91	10.13	28.75
ST. CATHARINES	9	242	23.92	67.24	11.21	31.47
MISSISSAUGA	1	10	19.85	57.40	13.90	40.20
BARRIE	7	94	18.01	55.33	12.25	36.38
OSHAWA	2	34	45.74	140.59	19.73	60.68
PETERBOROUGH	20	643	18.76	50.50	11.01	32.03
KINGSTON	26	627	21.33	47.40	15.67	35.07
OTTAWA	37	1736	20.75	71.66	9.50	33.19
NORTH BAY	8	59	24.26	56.76	11.20	25.38
SUDBURY	8	379	15.42	44.55	6.62	20.51
TIMMINS	1	3	27.19	51.67	11.23	21.33
THUNDER BAY	2	44	59.64	121.45	17.00	38.52
PROVINCE	227	8826	20.25	67.44	12.29	41.97

NOTE: For impact of this factor on total increase granted, see page 23.

TABLE 13

AVERAGE RESULTS OF APPLICATIONS TO DISPUTE A RENT INCREASE

This table shows the results of tenant applications to dispute rent increases proposed by the landlord, under Section 127 of the Act.

A breakdown is provided of the applications resolved by mediation and those resolved by hearing where mediation was unsuccessful.

The column "Total Units Resolved" represents the number of tenant applications that were settled through mediations or by hearings.

Of the 231 units resolved, 97 received rent reductions averaging $49.86 per month, while the remainder were either withdrawn or dismissed or resulted in no change in rents proposed. Of the disputes resolved, 171 (or 74%) settlements were the direct result of successful mediation between the landord and tenant, assisted by a Commission mediator.

TABLE 13

AVERAGE RESULTS OF APPLICATIONS TO DISPUTE A RENT INCREASE

(1983 - 84)

OFFICE	# UNITS BY MEDIATION	# HRGS	# UNITS IN HRGS	TTL UNITS RESOLVED	$ MONTHLY PROPOSED	MONTHLY $ APPR/ AGREED	# WITH RENT RED.	$ MONTHLY REDUCED
TORONTO	19	4	4	23	375.36	341.43	12	56.56
ETOBICOKE	11	1	1	12	420.97	387.64	5	80.00
N. YORK	30	5	5	35	441.53	401.78	22	39.56
E. YORK	1	0	0	1	344.50	344.50	0	1.00
SCARBOROUGH	0	1	1	1	509.86	500.32	1	9.54
WINDSOR	0	0	0	0	-	-	0	-
LONDON	5	1	1	6	335.42	335.42	0	1.00
OWEN SOUND	0	0	0	0	-	-	0	-
KITCHENER	5	1	4	9	377.56	376.34	1	11.00
HAMILTON	1	0	0	1	464.28	464.28	0	1.00
ST. CATHARINES	0	0	0	0	-	-	0	-
MISSISSAUGA	0	0	0	0	-	-	0	-
BARRIE	25	1	1	26	351.12	318.06	21	37.78
OSHAWA	1	0	0	1	525.00	476.00	1	49.00
PETERBOROUGH	1	0	0	1	220.00	202.46	1	17.54
KINGSTON	4	0	0	4	343.13	343.13	0	1.00
OTTAWA	26	0	0	26	457.72	446.90	5	54.07
NORTH BAY	0	0	0	0	-	-	0	-
SUDBURY	17	2	43	60	141.44	140.04	5	15.47
TIMMINS	23	0	0	23	484.00	412.80	22	74.44
THUNDER BAY	2	0	0	2	344.23	333.52	1	21.42
PROVINCE	171	16	60	231	345.64	323.36	97	49.86

TABLE 14

AVERAGE RESULTS OF APPLICATIONS FOR RENT REBATE

Table 14 shows the results of tenant applications for rebates of previously charged rent increases in excess of the legally permissible amounts, under Section 129 of the Act.

The table indicates that a total of 2,551 applications were resolved, 1,920 (or 75%) through mediation and 631 (or 25%) through formal hearings. Of the total number of applications resolved, 1,976 (or 77%) received rent rebates, averaging $591.49. The aggregate of rent rebates to tenants, therefore, was $1.2 million in 1983/84.

TABLE 14

AVERAGE RESULTS OF APPLICATIONS FOR RENT REBATE

(1983 - 84)

OFFICE	# UNITS BY MED.	NO. OF HEARINGS	NO. UNITS IN HRGS	TTL UNITS RESOLVED	AVG. $ REB. ALL UNITS	# WITH $ REBATE	AVERAGE $ REBATE
TORONTO	242	89	143	385	674.63	288	901.85
ETOBICOKE	206	21	26	232	671.52	206	756.28
N. YORK	278	23	33	311	325.56	170	595.59
E. YORK	43	39	41	84	742.65	71	878.63
SCARBOROUGH	77	10	29	106	651.24	98	704.41
WINDSOR	7	2	2	9	500.53	7	643.54
LONDON	271	21	50	321	374.88	304	395.84
OWEN SOUND	2	0	0	2	88.50	2	88.50
KITCHENER	46	14	14	60	197.00	53	223.02
HAMILTON	90	79	144	234	418.34	154	635.66
ST. CATHARINES	45	4	4	49	368.26	45	400.99
MISSISSAUGA	22	3	10	32	539.29	28	616.34
BARRIE	70	18	18	88	460.34	71	570.56
OSHAWA	34	10	19	53	339.96	43	419.02
PETERBOROUGH	52	9	11	63	379.58	57	419.54
KINGSTON	35	13	13	48	257.42	40	308.90
OTTAWA	311	43	46	357	334.32	260	459.04
NORTH BAY	16	10	10	26	126.03	12	273.06
SUDBURY	18	3	3	21	389.77	15	545.68
TIMMINS	52	11	13	65	369.59	50	480.47
THUNDER BAY	3	2	2	5	187.53	2	468.82
PROVINCE	1920	424	631	2551	458.17	1976	591.49

TABLE 15

DISTRIBUTION OF RESULTS OF APPEALS BY RANGES OF DOLLARS

Table 15 shows the results of appeal hearings in terms of increases, decreases and no change of rents from the levels established at the initial hearings.

The table indicates that 37% of all units involved in appeals resulted in an average rent increase of $14 from rents set at the initial hearing, 19% of units appealed resulted in an average rent decrease of $22 and the remaining 44% of the units affirmed the rents set in the original order.

TABLE 15

DISTPIBUTION OF RESULTS OF APPEALS BY RANGES OF DOLLARS

(1983 - 84)

OFFICE	$ INCREASE FROM INITIAL HEARING							$ DECREASE FROM INITIAL HEARING							RENTS AFFIRMED	
	TOTAL UNITS	PER-CENT	≤ 5	6-10	11-15	>15	AVG $ INC	TOTAL UNITS	PER-CENT	≤ 5	6-10	11-15	>15	AVG $ DEC	TOTAL UNITS	PER-CENT
TORONTO	1051	31	313	49	6	683	18	721	21	260	125	65	271	17	1624	48
ETOBICOKE	1039	60	52	535	46	406	24	188	11	9	0	0	179	102	499	29
N. YORK	962	38	344	230	0	388	11	1128	44	214	669	81	164	11	466	18
E. YORK	366	25	0	70	0	296	21	13	1	0	0	6	7	32	1072	74
SCARBOROUGH	214	7	30	183	0	1	8	1350	47	11	123	174	1042	27	1324	46
WINDSOR	0	0	0	0	0	0	-	0	0	0	0	0	0	-	0	0
LONDON	329	57	27	56	23	223	19	0	0	0	0	0	0	-	246	43
OWEN SOUND	64	100	0	64	0	0	8	0	0	0	0	0	0	-	0	0
KITCHENER	176	15	135	8	11	22	5	50	4	8	2	33	7	13	984	81
HAMILTON	1281	56	645	159	91	386	14	80	4	57	0	1	22	12	910	40
ST. CATHARINES	100	67	100	0	0	0	3	0	0	0	0	0	0	-	50	33
MISSISSAUGA	1097	66	754	250	0	93	7	1	0	0	0	0	1	21	576	34
BARRIE	61	50	0	57	4	0	6	34	28	22	0	0	12	27	28	23
OSHAWA	4	7	0	4	0	0	9	7	15	7	0	0	0	3	35	76
PETERBOROUGH	52	34	26	11	15	0	6	3	2	0	0	0	3	65	96	64
KINGSTON	36	48	0	6	12	18	17	4	5	0	0	4	0	12	35	47
OTTAWA	961	39	223	444	229	65	9	335	14	2	263	50	20	11	1162	47
NORTH BAY	0	0	0	0	0	0	-	2	100	0	2	0	0	7	0	0
SUDBURY	0	0	0	0	0	0	-	90	63	0	0	0	90	17	53	37
TIMMINS	18	29	6	8	1	3	10	0	0	0	0	0	0	-	45	71
THUNDER BAY	2	33	0	0	0	2	33	0	0	0	0	0	0	-	4	67
PROVINCE	7813	37	2655	2134	438	2586	14	4006	19	590	1184	414	1818	22	9209	44

TABLE 16

INQUIRY STATISTICS

Table 16 shows a breakdown of the number of inquiries received by local offices by method, source and broad subject category for the period April 1, 1983 to March 31, 1984. The total number of inquiries received in this fiscal year was 311,881, up 15% from the 271,151 received in 1982/83.

The statistics indicate that three times as many tenants as landlords made inquiries about residential tenancy matters. Not surprisingly, a greater proportion of inquiries related to landlord and tenant matters versus rent review matters as the old Landlord and Tenant Bureaux advisory functions were assumed by the Residential Tenancy Commission in September 1982.

Of the total inquiries received in 1983/84, 60% concerned landlord and tenant subject matters, 36% related to rent review and 4% encompassed other subjects.

TABLE 16

INQUIRY STATISTICS (1983-84)

OFFICE	Number of Inquiries	NUMBER OF INQUIRIES BY METHOD			NUMBER OF INQUIRIES BY SOURCE			NUMBER OF INQUIRIES BY SUBJECT ***		
		Visit	Telephone	Mail	Landlord	Tenant	Other	R.T.A.	L. & T.A.	Other
SCARBOROUGH	12020	1051	10672	297	1573	10296	151	4954	7173	454
EAST YORK	5692	530	5064	98	1081	4326	285	2076	4085	194
ETOBICOKE	13853	1161	12249	303	3562	10017	274	5544	9265	278
NORTH YORK	21117	1705	19242	170	2983	17324	810	9824	11743	1046
TORONTO	60957	5101	55105	751	16889	41572	2496	26475	35364	1768
BARRIE	7296	1492	5781	23	2554	4532	210	3927	5751	291
OWEN SOUND	2868	384	2469	15	691	1918	259	1427	2211	276
KITCHENER	21137	1799	19224	114	4926	14560	1651	7675	14424	1646
LONDON	16354	1066	15162	126	3475	12689	190	5992	11504	200
MISSISSAUGA	20052	1649	18370	33	4162	15582	308	5365	16414	1342
HAMILTON	23993	1768	22212	13	4591	18971	431	5468	19126	1856
ST. CATHARINES	9640	1696	7942	2	3785	5821	34	5610	5368	17
WINDSOR	13873	2124	11735	14	5242	8255	376	3163	11912	577
KINGSTON	7598	1431	5799	368	2309	4799	490	2773	4514	899
NORTH BAY	4984	738	4219	7	1368	3288	328	1676	3763	661
OTTAWA	37494	3361	33559	484	8452	28836	2116	10266	21433	1742
OSHAWA *	2794	307	2485	2	672	1975	147	1052	1866	380
PETERBOROUGH	7689	1257	6425	7	1924	5204	561	2982	4991	482
SUDBURY	9639	906	8692	41	2802	5407	1430	2540	6486	1304
THUNDER BAY	6522	820	5627	75	1967	4413	142	1675	5355	117
TIMMINS	6419	1157	5091	171	1930	4180	309	3452	4975	456
PROVINCE	311,881	31,503	277,264	3,114	76,938	221,945	12,998	122,918	207,703	15,136
% DISTRIBUTION **	100.0	10.1	88.9	1.0	24.7	71.2	4.1	35.6	60.8	4.4

* Office opened August 2, 1983.

** Indicates the percentage distribution among the categories within each of the three broad headings.

*** The totals of this section exceed the number of inquiries as 2 or more subjects were discussed by caller.

TABLE 17

WORKLOAD COMPARISONS 1983/84 vs. 1982/83

Table 17 compares workload (incoming applications), by quarter, for fiscal years 1982/83 and 1983/84.

The table indicates that landlord applications declined steadily in each successive quarter during the last eight quarters. The sharp decline, from a peak of 1,880 in the first quarter of 1982/83 to 466 in the fourth quarter of 1983/84, reflects a drop in interest rates as well as the impact of the Residential Complexes Financing Costs Restraint Act.

Tenant applications for rent rebate rose substantially during 1982/83 and remained at high levels throughout 1983/84.

The increase in appeals resulting from decisions of initial rent reduction and rent rebate hearings reflects the increase in the number of applicatons filed for rent rebate as well as an increase in the rate of appeals.

TABLE 17

WORKLOAD COMPARISONS 1983/84 vs 1982/83

(Non-cumulative, by quarter)

Application Type / Year/Quarter	1982/83	I	II	III	IV	1983/84	I	II	III	IV
Landlord Applications	5,442	1,880	1,551	1,198	813	2,074	622	496	490	466
Tenant Applications										
Rent Reduction	1,279	478	350	235	216	852	195	201	192	264
Rent Rebate	2,474	400	591	641	842	3,135	822	747	684	882
Appeals										
Originating from:										
Initial Whole Building Review Hearings	671	117	189	167	198	609	185	152	155	117
Initial Rent Reduction/ Rent Rebate Hearings	54	14	8	12	20	189	23	111	34	21

TABLE 18

SUMMARY OF WORKLOAD STATISTICS FOR 1983/84

This table provides a detailed breakdown, by field office, of all incoming workload, completed workload and outstanding inventory (at year end) for the period April 1, 1983 to March 31, 1984.

The table is self-explanatory. A number of statistics included here, especially at the Provincial level, are referred to in other parts of the report.

TABLE 18

SUMMARY OF WORKLOAD STATISTICS FOR 1983/84

OFFICE	APPLICATIONS RECEIVED				HEARINGS COMPLETED				MEDIATED SETTLEMENTS		OUTSTANDING APPLICATIONS (AT YEAR END)		
	Landlords	Tenants Rent Red.	Tenants Rent Rebate	Appeals	Whole Bld. Review	Tenants Rent Red.	Tenants Rent Rebate	Appeals	Tenants Rent Red.	Tenants Rent Rebate	Landlords	Tenant	Appeals
Toronto	250	110	567	116	351	4	129	123	26	372	102	215	24
Etobicoke	209	34	400	70	275	1	32	79	9	231	55	131	13
North York	157	104	313	101	295	4	25	80	16	229	49	123	18
East York	32	5	134	62	36	0	142	62	1	48	9	13	3
Scarborough	74	1	151	64	85	1	13	76	0	93	20	51	4
Windsor	21	2	8	2	14	1	2	2	0	5	8	2	0
London	53	8	308	24	131	2	20	16	5	266	10	29	3
Owen Sound	12	0	3	3	17	0	0	1	0	3	0	1	2
Kitchener	189	20	94	55	334	1	14	47	2	52	25	37	9
Hamilton	184	5	232	67	319	0	42	69	1	79	43	24	5
St. Catherines	128	5	48	10	134	0	4	9	0	44	39	7	1
Mississauga	44	0	71	13	59	0	8	16	0	3	10	43	1
Barrie	44	73	58	13	80	2	17	11	75	76	9	44	5
Peterborough	64	3	66	18	119	0	9	19	1	57	26	20	3
Kingston	106	22	52	22	183	2	17	16	1	35	27	23	3
Ottawa	265	215	450	113	389	12	79	106	24	309	75	243	21
Oshawa	44	9	47	16	28	0	14	11	0	30	18	19	5
North Bay	37	47	21	4	66	0	5	3	3	14	12	5	0
Sudbury	78	64	18	9	79	26	6	8	26	17	6	14	4
Timmins	55	115	83	12	98	0	12	15	11	62	17	26	1
Thunder Bay	27	10	11	4	34	0	2	3	3	3	5	3	2
Central Processing	3	-	-	-	-	-	-	-	-	-	1	-	-
Province	2074	852	3135	798	3136	56	592	772	204	2028	566	1073	127

TABLE 19

FIVE YEAR SUMMARY
1979/80 to 1983/84

This table compares workload, service levels, rent review results and financial and manpower resources in the Commission for the past five years. The 1979/80 figures are for 7 months only as the Residential Tenancy Commission became operational in September, 1979.

The table reaffirms, what is already known from previous reports, that workload was at peak levels during the fiscal years 1981/82 and 1982/83. The hearing workload backlog in those years affected service levels adversely in the years following.

Resource data shows a trend toward increase in both expenditure and staffing. This is in accord with the higher work volumes in the years up to 1983/84.

TABLE 10

FIVE YEAR SUMMARY

Workload	1979/80 (7 months)	1980/81	1981/82	1982/83	1983/84
1. Whole Building Review Applications					
(a) Applications received	987	2,170	5,027	5,442	2,07[illegible]
(b) Rental units received	26,374	51,542	157,811	180,952	76,830
2. Tenant applications received	993	2,809	3,053	3,753	3,987
3. Appeals filed	104	280	417	725	798
4. Inquiries received	35,552	122,324	172,749	271,151	311,881
5. Hearings held					
(a) Initial Hearings	760	1,781	3,369	5,224	3,784
(b) Appeal hearings	20	290	229	415	772
6. Successful mediations held	322	1,896	1,203	1,412	2,232
7. Outstanding Workload (at year-end)					
(a) Whole Building Review Hearings	282	457	2,034	1,978	586
(b) Tenant applications	235	430	690	1,349	1,073
(c) Appeal hearings	73	37	149	281	127
Service Levels					
1. Whole Building Review applications for which Order was issued prior to the effective date of the first rent increase	n/a	54%	31%	5%	6%
2. Average days from application receipt to issue of order or date of agreement, for					
(a) Whole Building Review Applications	n/a	88	109	176	213
(b) Tenant Applications					
- Rent Reduction	n/a	55	66	74	110
- Rent Rebate	n/a	48	54	88	117
(c) Appeals	n/a	97	128	179	202
Rent Review Results					
1. Average rent increase granted (%)	10.7	11.6	14.7	14.2	10.6
2. Average rent rebate granted ($)	219.99	346.49	296.04	450.38	591.49
Resources					
1. Expenditure ($000)	1,644	4,727	4,975	6,503	7,735
2. Number of Commissioners	25	31	29	36	43

XII. APPENDIX 'A'

PROCLAIMED SECTIONS OF THE RESIDENTIAL TENANCIES ACT

Although the Residential Tenancies Act has been passed by the Legislature, only selected portions of the Act have been proclaimed and are now in effect. The sections, which are noted below, relate to the establishment of the Residential Tenancy Commission and implementation of the rent review provisions of the Act.

These are:

Section	Description
1	Interpretation
2	Application of Act
3	Act Binds Crown
4	Exemptions
60 - 61	Part V - Notice of Rent Increases
70 - 73	Part VIII - Residential Tenancy
75 - 91	Commission & Mandate
92 - 110	Part IX - Procedure of Commission
114 - 115	Matters Related to Commission Orders
117 - 118	Appeals
120 - 123	Part X - Miscellaneous
124 - 134	Part XI - Rent Review
137 - 138	Part XII - Repealing and Transitional

APPENDIX 'B'

RESIDENTIAL TENANCY COMMISSION OFFICES

Central Region

1.	East York	7 Overlea Boulevard, 6th Floor Toronto, Ontario, M4H 1A8 (416) 429-0664
2.	Etobicoke	5233 Dundas Street West, 4th Floor, Islington, Ontario, M9B 1A6 (416) 236-2681
3.	North York	45 Sheppard Avenue East, 5th Floor Willowdale, Ontario, M2N 5W9 (416) 224-7643
4.	Scarborough	2100 Ellesmere Road, 3rd Floor, M1H 3B7 (416) 438-3452
5.	Toronto	56 Wellesley Street West, 8th Floor, M7A 2J9 (416) 964-8281

South-Western Region

6.	Barrie	114 Worsley Street, 5th Floor, L4M 1M1 (705) 737-2111
7.	Hamilton	55 Hess Street South, 21st Floor, L8P 4R8 (416) 528-8701
8.	Kitchener	30 Duke Street West, 4th Floor, N2H 3W5 (519) 579-5790
9.	London	80 Dundas Street East, 1st Floor, N6A 2P3 (519) 673-1660
10.	Mississauga	1310 Dundas Street East, 2nd Floor, L4Y 2C1 (416) 270-3280
11.	Owen Sound	1131 Second Avenue East, Suite 106, N4K 2J1 (519) 376-3202
12.	St. Catharines	43 Church Street, 6th Floor, L2R 7E1 (416) 684-6562
13.	Windsor	99 Chatham Street East, 7th Floor, Box 189, N9A 6V6, (519) 253-3532

Eastern & Northern Region

14.	Kingston	275 Ontario Street, Suite 100, K7K 2X5 (613) 547-2244
15.	North Bay	215 Oak Street East, P1B 8P8 (705) 476-1231
16.	Oshawa	11 Simcoe Street North, 5th Floor, L1G 4R7 (416) 723-8135
17.	Ottawa	10 Rideau Street, 3rd Floor, K1N 9J1 (613) 566-3747
18.	Peterborough	139 George Street North, K9J 3G6 (705) 743-9511
19.	Sudbury	199 Larch Street, 5th Floor, P3E 5P9 (705) 675-4373
20.	Thunder Bay	435 James Street South, 3rd Floor, P.O. Box 5000, Station "F", P7C 5G6 (807) 475-1595
21.	Timmins	273 Third Avenue, 2nd Floor, P4N 1E2 (705) 264-9555

APPENDIX 'C'

NAMES OF COMMISSIONERS AND APPEAL COMMISSIONERS
(as of March 31, 1984)

Chief Tenancy Commissioner

P. C. Williams	77 Bloor Street West, 10th Floor, Toronto, M5S 1M2

Board of Commissioners

W.D. Biggar	Managing Appeal Commissioner, Mississauga
D.A. Dukelow	Board Member, Ministry of Attorney General
S.V. Fram	Board Member, Ministry of Attorney General
M.S. Green	Managing Appeal Commissioner, Etobicoke
G.E. Isaac	Regional Commissioner, Central Region
G.I. Mandel	Managing Appeal Commissioner, Peterborough
E.J. Pollock	Managing Appeal Commissioner, North York
H.F. Snyder	Regional Commissioner, Eastern & Northern Region
J.H. Thomson	Regional Commissioner, South-Western Region

Appeal Commissioners	**Resident Office**
R.S. Bentley	North Bay
D.B. Braund	Toronto
P.A. Browes	Toronto
D.L. Heller	St. Catharines
J.B. Jennings	Etobicoke
L.C. LeDuc	Ottawa
D.C. MacDonald	London
N.L. Myrhorod	East York
K.S. Sagoo	Toronto
A.D. Sandeman	Kingston
G.R. Tait	Ottawa
L. Wilton	St. Catharines
R.C. Yurkoski	Kitchener

Commissioners	Resident Office
R.B. Allen	Owen Sound
G.R. Caverson	Sudbury
A.J. Durbacz	Sudbury
S.J. Gillespie	Timmins
G. Goodrow	Toronto
C.E. Harrott	Scarborough
R.T. Heine	Mississauga
D.L. Heller	St. Catharines
H.M. Little	Hamilton
P.A. Loftus	North York
D.C. MacDonald	London
K.J. Metzger	Kitchener
D.H. Niblock	Ottawa
L.W. Preston	Hamilton
D.J. Richardson	Toronto
K.S. Sagoo	Toronto
A.D. Sandeman	Kingston
E. Smith	North York
D.R. Snider	Peterborough
R.H. TenBroeck	Etobicoke
K.J. Timney	Head Office
K.W. Wronecki	Toronto